Standard Operating Procedure For

The Production of the Performance Scheduling Report

PURPOSE

This Standard Operating Procedure (SOP) describes the process followed by the Sample Management Office (SMO) contractor for producing the Performance Scheduling Report. The Performance Scheduling Report is used by the United States Environmental Protection Agency (USEPA) to determine the appropriate performance category to be used by the SMO contractor for scheduling sample analyses with Contract Laboratory Program (CLP) laboratories. This report, which is prepared monthly, calculates a numerical score for a laboratory based on established criteria that includes the delivery of complete, technically compliant, timely and quality data. The SMO contractor assembles performance data for the preceding three months on the 20th of each month. The final report is delivered to the USEPA ST&R Work Assignment Manager and the Contracting Officer on the 25th of the month in both hardcopy and electronic spreadsheet formats.

This SOP was formerly SOP No. 34, The Production of the Performance Scheduling Report, under the Contract Laboratory Analytical Services Support (CLASS) contract.

PROCEDURE

Determining Performance Scores

1. On the 20th of each month, the SMO ST&R Reporting Coordinator obtains the most current Quarterly Blind Performance Evaluation Scores from the SMO ST&R WAM and obtains information regarding laboratory performance for the preceding three months from the Data Warehouse.

2. The ST&R Reporting Coordinator enters the following information for each laboratory in an analytical program (i.e., organic, inorganic, and low concentration organic laboratories) into an electronic spreadsheet for the Laboratory Performance Scores portion of the Performance Scheduling Report (see Attachment A). Separate spreadsheets are generated for each analytical program. Data are entered for laboratories that will have an active contract during any portion of the month in which these data will be applied.

    - Lab Code - The code specified in a laboratory's contract used for reporting analytical data.
    - Contract Number(s) - A laboratory's contract number(s) within the analytical program for which data are provided.
    - Contract Expiration Date(s) - The date a laboratory's contract(s) will expire.
    - Total Monthly Contract Capacity - A laboratory's total contract capacity within the analytical program.
    - No. Samples Delivered for the Previous 3 Months - The total sample weight for all data delivered for all of a laboratory's contract(s) within an analytical program during the previous 3 months.
    - Number of Months Accepting Samples over Capacity - The number of months, in the previous 3 months, that a laboratory accepted samples above its capacity.
    - % Original Complete - The percentage of data received during the previous 3 months that were identified as complete after Contract Compliance Screening (CCS) upon initial data submission.

- % Resubmitted Complete - The percentage of data received during the previous 3 months that were identified as complete after CCS plus any resubmission of data.
- % Original Technical Compliance - The percentage of data received during the previous 3 months that were identified as technically compliant after CCS upon initial data submission.
- % Resubmitted Technical Compliance - The percentage of data received during the previous 3 months that were identified as technically compliant after CCS plus any resubmission of data.
- Data TA Time - The average days that sample data delivered during the previous 3 months were late or early.
- Quarterly Blind Score - A laboratory's most recent quarterly blind performance evaluation sample score.
- % Disks Passed - The number of disks that pass initial CCS acceptance by an automated technique (No. Disks Passed) divided by the total number of disks submitted to CCS (No. Disks Submitted).
- SDG Cover Sheet TA Time - The average days that SDG coversheets delivered during the previous 3 months were late or early.

3. The ST&R Reporting Coordinator calculates each laboratory's performance score using the following formula:

$$\frac{\{[.67A + .33B] + [.67C + .33D] + [100 - (100E)/7)] + F + G + [50 - (50H/7)]\}}{5.5}$$

Where

A = CCS original completeness
B = CCS original + resubmitted completeness
C = CCS original compliance
D = CCS original + resubmitted compliance
E = Data turnaround time (days late/early)
F = Quarterly blind performance evaluation sample score
G= Percentage of diskettes that passed initial assessment
H= Submission of SDG Cover Sheets/TRs (late/early)

4. The designated SMO Coordinator reviews the following information and makes all necessary adjustments:

- Calculated values associated with the data turnaround time variable are not less than zero or greater than 200.
- Calculated values associated with SDG Cover Sheet variable are not less than zero or greater than 50.
- The variable for diskette submissions is removed for those programs that do not have electronic deliverables as a requirement and divisor is adjusted accordingly.
- If a quarterly blind performance evaluation sample is not available, the divisor is 4.5 instead of 5.5.

5. The ST&R Reporting Coordinator enters each laboratory's performance score and associated performance category into the electronic spreadsheet. Each of the performance data results will be reported to the nearest tenth decimal percent and any result greater than or equal to .05 will be rounded up. The PSA score will be reported to the nearest percent and any result greater than .5 will be rounded up.

The laboratories will be assigned one of the following categories according to their PSA score:

Category	PSA Score
Good	80 and above
Marginal	70-79
Unacceptable	under 70

Newly awarded laboratories will be assigned to the "Good" category and receive a score of 80 until three months of data are available for evaluation. However, if the laboratory has been awarded a contract, and has performance data for the previous three months in that program, a score is calculated (e.g., laboratories awarded a new contract using the Inorganic Statement of Work ILM04.1 that have performance data associated with samples analyzed using ILM04.0).

Incorporating Cost Factors

1. The ST&R Reporting Coordinator enters the following information for each laboratory in an analytical program (i.e., organic, inorganic, and low concentration organic laboratories) into an electronic spreadsheet for the Cost Factor Ranking portion of the Performance Scheduling Report (see Attachment B). Separate spreadsheets are generated for each analytical program.

    - Rankings by Cost - The original rankings of the laboratories by cost and by turnaround time.
    - Lab Code - The code specified in a laboratory's contract used for reporting analytical data.
    - Contract Number(s) - A laboratory's contract number(s) within the analytical program for which data are provided.
    - Performance Score - The laboratory's current performance score.
    - Laboratory CLIN/sub-CLIN Price - The per sample price for a given turnaround.
    - Cost Factor Rankings - The new rankings for laboratories based on the cost factor scores.
    - Cost Factor Scores - The calculated cost factor scores for each laboratory.
    - Current Status - The current status of a laboratory (e.g., PO Hold, COSS Hold, etc.).

Laboratories are grouped by performance category for each required data turnaround within the analytical program.

- The ST&R Reporting Coordinator calculates the Cost Factor Value for each laboratory CLIN/sub-CLIN price using the following calculation:

$$\textbf{Cost Factor Value (C) = 1-[(p-L)/r]}$$

Where

p = Laboratory's CLIN/sub-CLIN price
L = Lowest CLIN/sub-CLIN price for the turnaround
r = Price range for turnaround (highest CLIN/sub-CLIN price less the lowest CLIN/sub-CLIN price)

- The ST&R Reporting Coordinator calculates the Cost Factor Score for each laboratory within a performance category using the following calculation:

.75P + .25C = Cost Factor Score

Where

P = Performance Score/100
C = Cost Factor Value

- The ST&R Reporting Coordinator assigns a numeric ranking for each CLIN/sub-CLIN by ranking the laboratory CLIN/sub-CLIN from the highest Cost factor score to the lowest within each performance category. These rankings are entered into the Cost Factor Ranking spreadsheet.

- The ST&R Reporting Coordinator produces a memo to the USEPA ST&R WAM and the USEPA CLP Contracting Officer requesting approval of the performance category and cost factor ranking designations and attaches the spreadsheets. The memo explains what information is provided in the report and any inconsistencies that may have occurred during the reporting period.

Receipt of Performance Category Designation

Upon receipt of the approved performance category designation, the SMO ST&R WAM reviews the spreadsheets and notes any adjustments. The report is provided to the SMO Central Scheduling Coordinator who will use the scores until new scores are approved by the USEPA ST&R WAM and the USEPA CLP Contracting Officer for the following month.

ATTACHMENTS

A. Performance Scheduling Algorithm Spreadsheet
B. Cost Factor Ranking Spreadsheet

REPORTING PERIOD: LOW CONCENTRATION ORGANIC PERFORMANCE SCHEDULING ALGORITHM

LABORATORY CODE	CONTRACT NUMBERS	CONTRACT EXPIRATION DATES	TOTAL MONTHLY CAPACITY	NO. SAMPLES	NO. SDGs	MONTHS OVER CAPACITY	% ORIG COMPLETE	% ORIG + RESUB COMPLETE	% ORIG COMPLIANT	% ORIG + RESUB COMPLIANT	DATA TA TIME	QB SCORE	PERCENT DISKS PASSED	SDG TA TIME	PERFORMANCE CATEGORY	PSA SCORE

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APPROVED BY:
EPA ST&R WORK ASSIGNMENT MANAGER

DATE:

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LOW CONCENTRATION ORGANIC 7 day TA

Enter a weighting % (Y) for the performance score

Good Performers

Rankings by Cost	Lab	Contract	Monthly Capacity	Cost Lot	PSA Score / 100	Lab Cost	Cost Factor Value	Cost Factor Rankings	Cost Factor Score	Current Status
3								1		
1								2		
4								3		
6								4		
2								5		
7								6		
5								7		
8								8		

Highest Sample Price for the Turnaround:
Lowest Sample Price for the Turnaround:

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APPROVED BY: DATE:
EPA ST&R WORK ASSIGNMENT MANAGER

APPROVED BY: DATE:
CLP CONTRACTING OFFICER

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